



MACHAKOS UNIVERSITY

University Examinations for 2021/2022 Academic Year

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF LINGUISTICS AND LANGUAGES

FIRST YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (TELECOMMUNICATION AND INFORMATION TECHNOLOGY)

BACHELOR OF SCIENCE (CLOUD COMPUTING AND INFORMATION SECURITY)

BACHELOR OF SCIENCE (ELECTRICAL AND ELECTRONICS ENGINEERING)

BACHELOR OF SCIENCE (MATHEMATICS AND COMPUTER SCIENCE)

BACHELOR OF SCIENCE (APPLIED PHYSICS AND TECHNOLOGY)

BACHELOR OF SCIENCE (FASHION DESIGN AND MARKETING)

BACHELOR OF SCIENCE (STATISTICS AND PROGRAMMING)

BACHELOR OF SCIENCE (INFORMATION TECHNOLOGY)

BACHELOR OF SCIENCE (MECHANICAL ENGINEERING)

BACHELOR OF SCIENCE (ANALYTICAL CHEMISTRY)

BACHELOR OF ARTS (GENDER AND DEVELOPMENT)

BACHELOR OF ARTS (COUNSELLING PSYCHOLOGY)

BACHELOR OF ARTS (PUBLIC ADMINISTRATION)

BACHELOR OF SCIENCE (ACTUARIAL SCIENCE)

BACHELOR OF SCIENCE (COMPUTER SCIENCE)

BACHELOR OF SCIENCE (CIVIL ENGINEERING)

BACHELOR OF ECONOMICS AND STATISTICS

BACHELOR OF SCIENCE (MATHEMATICS)

BACHELOR OF ECONOMICS AND FINANCE

BACHELOR OF SCIENCE (BIOLOGY)

BACHELOR OF ECONOMICS

BACHELOR OF COMMERCE

BACHELOR OF ARTS

UCU 100: COMMUNICATION SKILLS

DATE: 24/1/2022

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) Define communication (2 marks)
- b) The communication process is cyclic and dynamic in nature. Explain your understanding of this statement (4 marks)
- c) Describe FOUR elements of communication and their role in any communication encounter. (8 marks)
- d) As a class representative, you have been tasked to coordinate your members in forming study groups to enhance discussions among students. Discuss the considerations you will make when:
 - i. Forming the study groups
 - ii. Selecting the place of study
 - iii. Planning a study schedule
 - iv. Distributing roles to the members of the study groups (8 marks)
- e) Describe FOUR categories of barriers to effective communication. (8 marks)

QUESTION TWO (20 MARKS)

- a) Study formulae are effective in helping students get what they need from written texts” Using TWO study formulae(techniques), discuss the validity of this statement. (8 marks)
- b) Discuss any TWO types of reading citing when each type can be used (8 marks)
- c) Explain FOUR poor reading habits and suggest solutions to these (4 marks)

QUESTION THREE (20 MARKS)

- a) Describe TWO models of Communication and their relevance to you as a university student (8 marks)
- b) Use of appropriate body language and visual communication enhance human interactions both in social and academic situations. Discuss. (12 marks)

QUESTION FOUR (20 MARKS)

- a) Describe FOUR barriers to effective listening and outline possible ways of overcoming them (8 marks)
- b) Differentiate between the following types of listening stating when each can be used:
- i. Therapeutic and Empathetic listening
 - ii. Biased and Discriminative listening
 - iii. Critical and Content listening (12 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the key features of academic writing (10 marks)
- b) Explain the importance of effective paragraphing in academic writing (6 marks)
- c) Outline FOUR formats of note-making (4 marks)